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PATENT APPLICATION
10/736,296

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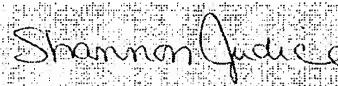


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey, et al.
Serial No.: 10/736,296
Date Filed: December 12, 2003
Group Art Unit: 2641
Examiner: Unknown
Title: *System, Method and Software for a Speech-Enabled Call Routing Application Using an Action-Object Matrix*

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV352389213US addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on April 20, 2004.



Shannon Judice

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, copies of any U.S. Patent and any U.S. Patent Application Publications cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants


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PTO-1449 APR 20 2004 O I P E APR 20 2004 Information Disclosure Citation in an Application	Application No.	Applicant(s)		
	10/736,296	Robert R. Bushey, et al.		
	Docket Number	Group Art Unit	Filing Date	
	064198.0177	2641	December 12, 2003	

U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A.	5027384	6/25/91	Morganstein	379	67	7/11/88
B.	5796394	8/18/98	Wicks, et al.	345	329	9/23/97
C.	5850433	12/15/98	Rondeau	379	201	5/1/96
D.	6081774	6/27/00	de Hita et al.	704	9	8/22/97
E.	6091805	7/18/00	Watson	379	93.17	7/5/95
F.	6154527	11/28/00	Porter et al.	379	88.18	10/16/98
G.	6167370	12/26/00	Tsourlikov et al.	704	9	5/27/99
H.	2001/0014852	8/19/01	Tsourlikov et al.	704	9	2/7/01
I.	6314402	11/6/01	Monaco et al.	704	275	4/23/99
J.	2001/0039490	11/8/01	Verbitsky et al.	704	9	3/29/01
K.	6327566	12/4/01	Vanbuskirk et al.	704	257	6/16/99
L.	2001/0049688	12/6/01	Fratkina et al.	707	104.1	3/6/01
M.	2002/0007267	1/17/02	Batchilo et al.	704	9	2/16/01
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O.	2002/0022955	2/21/02	Troyanova et al.	704	9	4/24/01
P.	6411686	6/25/02	Porter et al.	379	88.18	11/27/00

FOREIGN PATENT DOCUMENTS

	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
						YES
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S.						
T.						
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NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
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Z.		

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.



PTO-1449 Information Disclosure Citation in an Application	Application No.	Applicant(s)		
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	Docket Number 064198.0177	Group Art Unit 2641	Filing Date December 12, 2003	

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		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A.		2002/0087497	7/4/02	Trolanova et al.	706	45	4/24/01
B.		2002/0091530	7/11/02	Pattaja	704	275	1/5/01
C.		2002/0184002	12/5/02	Galli	704	7	5/30/01
D.		2002/0193994	12/19/02	Kibre et al.	704	260	3/30/01
E.		2003/0026409	2/6/03	Bushey et al.	379	211.02	7/31/01
F.		2003/0061039	3/27/03	Levin	704	246	9/24/02
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